

California Department of Corrections and Rehabilitation (CDCR), Employee Health and Wellness provides education and resources to employees to promote a healthy lifestyle.

#### RESOURCES AVAILABLE FOR EMPLOYEES AT THEIR WORKSITE (no cost):

1. **CDCR's Peer Support Program (PSP)** 855-897-9822 [www.cdcr.ca.gov/Wellness/index.html](http://www.cdcr.ca.gov/Wellness/index.html)  
This program was established to ensure staff involved in work related critical incidents are provided with intervention and available resources to cope with the immediate effects of a traumatic incident. Local PSP teams are available at each CDCR location and consist of volunteer custody and non-custody staff who will listen, answer questions, and offer resources to help the employee deal with his/her situation in a confidential environment. There are over 1,200 CDCR trained peer supporters. Employees may contact their local PSP team directly to receive support and resources. The statewide PSP leader roster is available on the EHW internet site (listed above) in which employees can utilize to reach out to their local team leader.

#### RESOURCES AVAILABLE FOR EMPLOYEES AND FAMILIES (no cost):

2. **Law Enforcement and Community Services, California Chaplain Corps** [chaplaincorps@lecs911.com](mailto:chaplaincorps@lecs911.com)  
A confidential and law-enforcement-sensitive support service for critical incident stress management and post-trauma stress crisis. Services are provided to employees and/or their family members twenty-four hours per day, seven days per week, 365 days per year. Spiritual support provided upon request only.
3. **Safe Call Now** 206-459-3020 [www.safecallnow.org](http://www.safecallnow.org)  
A confidential, comprehensive, 24-hour crisis referral service for all public safety employees and all emergency services personnel and their families nationwide. Answered by active and retired first responders.
4. **Serve and Protect** 615-373-8000 [www.serveprotect.org](http://www.serveprotect.org)  
Serves the needs of criminal justice and emergency services professionals and their families when going through tough times whether emotional or spiritual through compassionate and confidential, comprehensive and collaborative network of professionals who are dedicated to those heroes who serve and protect our communities and homeland.
5. **First Responder Network** 415-721-9789 [www.frsn.org](http://www.frsn.org)  
Provide educational treatment programs to promote recovery from stress and critical incidents experienced by first responders and their families.
6. **Employee Assistance Program (EAP)** 866-327-4762 [www.eap.calhr.ca.gov](http://www.eap.calhr.ca.gov)  
EAP is a 24-hour confidential hotline for employees and eligible dependents to help find balance, overcome stress, and help with day-to-day challenges. Offers counseling and hosts monthly events, provides webinars, self-assessment tools, community resources and web based care free of charge to employees on the following subject matters:
  - Emotional wellness - Addiction, depression, anxiety, grief, and other emotional health issues.
  - Workplace success - Career goals, team conflict, crisis, workplace violence, and management support.
  - Wellness and balance - Work-life balance, stress, relaxation, and personal well-being.
  - Personal and family goals - Changes in finances or personal situations.
  - Marriage, family and relationship issues - Focusing on communication, relationships, and parenting challenges.
  - Work-life Services - Tools, resources, and experts who assist with many day-to-day life occurrences. Such as child or elder care, locating a plumber, or access to discounts on trips, clothing, restaurants, electronics, gyms, and more.
  - Legal Financial Consultation - Quick and confidential access to help you with legal or financial question and services.
  - ID Theft Recovery Services - Fraud resolution services.
  - Health and Wellness Programs - Program that brings health habits into daily life.

*\*EAP defines eligible dependent as an active employee's lawful spouse, or registered domestic partner, and unmarried, dependent children. Dependent children include natural, adopted, or stepchildren who are under the age of 23. Children of any age who are incapable of self-sustaining employment due to a mental or physical ability are also eligible (excluding dependents serving in the military).*



Crisis

7. **Crisis Text Line** (Text) 741741 [www.crisistextline.org](http://www.crisistextline.org)  
Provides confidential service to anyone, anytime, about any type of crisis. A live trained crisis counselor receives the text and responds quickly to assist you through your personal crisis.
8. **Veterans Crisis Text** (Text) 838255 [www.veteranscrisisline.net](http://www.veteranscrisisline.net)  
If you're a veteran in crisis or you're concerned about one, this service offers help that can make a difference. Caring, qualified VA responders are standing by to provide free and 24-hour **confidential** support, even if you're not registered with VA or enrolled in VA health care. Responders will work with you to get through any personal crisis.
9. **National Suicide Prevention Hotline** 800-273-8255 [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)  
Provides 24-hour confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.
10. **Friendship Line** 415-750-4111 [www.ioaqing.org](http://www.ioaqing.org)  
The nation's only 24-hour toll-free hotline for both a crisis intervention hotline and a warm line (non-urgent emotional support calls) for adults 60+ and adults with disabilities. Available to those who may be lonely, isolated, grieving, depressed, anxious and/or thinking about death or suicide.

Substance Abuse and Mental Health Services

11. **Mental Health Treatment Locator** 800-662-4357 [www.findtreatment.samhsa.gov/](http://www.findtreatment.samhsa.gov/)  
Provides 24-hour confidential information for individuals and family members facing substance abuse and mental health issues.

Grief

12. **Friends for Survival** 916-392-0664 [www.friendsforsurvival.org](http://www.friendsforsurvival.org)  
Provides variety of peer support services that comfort those in grief who have been affected by a death caused by suicide. Encourages healing and growth, fosters the development of skills to cope with a loss and educates the community regarding the impact of suicide.
13. **Compassionate Friends** 630-990-0010 [www.compassionatefriends.org](http://www.compassionatefriends.org)  
Provides highly personal comfort, hope, and support to every family experiencing the death of a son or a daughter, a brother or a sister, or a grandchild, and helps others better assist the grieving family.
14. **Open to Hope** [www.opentohope.com](http://www.opentohope.com)  
Provides an online forum to support people who have experienced loss: to help them cope with their pain, heal their grief and invest in their future.

Military

15. **Military One Source** 800-342-9647 [www.militaryonesource.mil/](http://www.militaryonesource.mil/)  
A confidential Department of Defense-funded program providing comprehensive information on every aspect of military life at no cost to active duty, Guard and Reserve Component members, and their families. Information includes, but is not limited to, deployment, reunion, relationship, grief, spouse employment and education, parenting and childhood, and much more.
16. **CA Dept. of Veteran Affairs** 800-952-5626 [www.calvet.ca.gov](http://www.calvet.ca.gov)  
Serves California veterans and their families to ensure they get the state and federal benefits and services they have earned and deserve as a result of selfless and honorable military service. The state's leading advocate and resource so veterans can achieve the highest quality of life.

Cancer

- 17. Law Enforcement Cancer Support Foundation** 888-456-5327 [www.lecsf.net](http://www.lecsf.net)  
Provides emotional support system, guidance and resources to all members of the law enforcement community, during a cancer experience.
- 18. Cancer Hope Network** 908- 879-6518 [www.cancerhopenetwork.org](http://www.cancerhopenetwork.org)  
Provides one-on-one confidential support to all people (patients, family or friends) impacted by cancer, along the entire continuum from diagnosis through survivorship.

Community Resources

- 19. 1800Victims** 800-842-8467 [www.1800victims.org](http://www.1800victims.org)  
Provides resources and referral information to victims and their families, victim service providers and other victim advocates that are available in their community.
- 20. 211** 2-1-1 [www.211.org](http://www.211.org)  
A 24-hour confidential referral and information service that connects people from all communities and of all ages to a specialist who will help find local health and human services.

**MENTAL HEALTH SERVICES ARE ALSO AVAILABLE THROUGH YOUR HEALTH PLANS:**

Anthem Blue Cross HMO  
(855) 839-4524  
[www.anthem.com/ca/calpers/hmo](http://www.anthem.com/ca/calpers/hmo)

Kaiser Permanente  
(800) 464-4000  
[www.kp.org/calpers](http://www.kp.org/calpers)

Blue Shield of California  
(800) 334-5847  
[www.blueshieldca.com/calpers](http://www.blueshieldca.com/calpers)

PERS Select PERS Choice  
PERSCare  
Administered by Anthem Blue Cross  
(877) 737-7776  
[www.anthem.com/ca/calpers](http://www.anthem.com/ca/calpers)

California Correctional Peace  
Officers Association (CCPOA)  
Medical Plan  
(800) 257-6213  
[www.ccpoabtbf.org](http://www.ccpoabtbf.org)

Peace Officers Research  
Association of California (PORAC)  
(800) 288-6928  
<http://ibtoforac.org>

Health Net of California  
(888) 926-4921  
[www.healthnet.com/calpers](http://www.healthnet.com/calpers)

Sharp Health Plan  
(855) 995-5004  
[www.sharphealthplan.com/calpers](http://www.sharphealthplan.com/calpers)

United Healthcare  
(877) 359-3714  
[www.uhc.com/calpers](http://www.uhc.com/calpers)



**LAW ENFORCEMENT RELATED BOOK RECOMMENDATIONS (Choices for Employees, Spouses, and Children):**

- *Arresting Communication: Essential Interaction Skills for Law Enforcement.* Glennon, Jim, 2010.
- *The Beauty of a Darker Soul; Overcoming Trauma Through the Power of Human Connection.* Mantz, Joshua, 2017.
- *Because I'm Suitable: The Journey of a Wife on Duty.* Uribe, Allison, 2012.
- *Bullets in the Washing Machine.* Littles, Melissa, 2011.
- *A CHiP on my Shoulder.* Newman, Victoria M., 2011.
- *Dependence Day.* Paulson, Heidi, 2016.
- *Emotional Survival for Law Enforcement: A Guide for Officers and Their Families.* Gilmartin, Kevin M., 2002.
- *Firebreather Fitness; Work Your Body, Mind, and Spirit into the Best Shape of Your Life.* Amundson, Greg, 2017.
- *Guardian of the Golden Gate; Protecting the Line Between Hope and Despair.* Briggs, Kevin, 2015.
- *I Love a Cop: What Police Families Need to Know.* Kirschman PhD., Ellen, 2006.
- *No Angel: My Harrowing Undercover Journey to the Inner Circle of the Hells Angel.* Dobyns, Jay, 2010.
- *Trident: The Forging and Reforging of a Navy Seal.* Redmond, Jason, 2014.
- *World Changer: A Mother's Story.* Vaughn, Karen, 2017.

**FITNESS AND HEALTH PHONE APP RECOMMENDATIONS:**

- **Argus** – Argus is a fitness tool in your pocket for pretty much anything and everything. It monitors every step, stride, cycle, bite, sip, pound, snore and more. This app is constantly processing your daily routine, giving you feedback that will help you meet your health goals and improve your overall wellbeing. It's also free, but only available for IOS.
- **Calm** – Need to take a break? Calm will help you do just that. Whether you need focus, creativity, or a little extra shut eye, Calm offers 50 guided meditations to choose from. You can also sync your meditations with 16 soothing music tracks by meditation musician Kip Mazuy. New content added monthly. The app is free and available for both Android and iOS.
- **Loselt** – This calorie tracking app creates a weight loss plan just for you, depending on what your goals are. Tracking what you eat is easy with the barcode scanner feature implemented in this app, and to add a little competition, the app allows you to create head-to-head, team and group-based challenges. It also connects with other apps and devices. The app is free and available on iOS and Android.
- **Mindshift** – This app can help you change the way you think about anxiety – rather than trying to avoid the sources of your nerves, you can learn to face them. The app includes strategies for dealing with everyday anxiety, as well as tools to attack specific ones like social anxiety, performance anxiety, worry, panic, and conflict. The app is free and available for both Android and IOS.
- **NIKE Training Club** – This free app offers 100 full-body, 15, 30, and 45 minute workouts complete with step-by-step audio, visual, and video demos. You can tailor the programs to achieve whatever your goals are: getting lean, getting toned, or getting strong. This app goes above and beyond basic instructions to measure your progress in number of workouts, minutes logged, and average calories burned.
- **Provata** – Experience the future of digital health with the Provata Health app. The ultimate team of peers and professionals dedicated to improving your health. Features digital health coaching, real-time access to a network of over 80,000 U.S. licensed physicians, provides smart feedback and personalized goals, advanced activity tracking, customized challenges, exercise video series, healthy recipes, integrations with major wearables and fitness apps, and integration with groundbreaking virtual reality guided meditation app: Provata VR.
- **Rise** – Rise is a nutrition coaching app that will help you defeat those 2 a.m. cheeseburger cravings. The coach will help you set up a personalized plan and send you daily expertise, tips, and feedback. The app does require joining the Rise community via plans that start at \$15 a week, and goes up from there. It's available for iOS.
- **RunKeeper** – This is an app for everyone who wants to hit the pavement and get some miles in. Runkeeper keeps track of all of your running stats, such as pace, distance, and time, and notifies you of them while you're moving. It organizes all that



data into neat graphics for your perusal so you can take control of your fitness. You can share snapshots of areas where you run to share with friends to inspire others along the way. The app is free and available for both Android and iOS.

- **Shopwell** – This app can be your own personal nutritionist, and help you decide which foods meet your dietary needs. Simply scan the barcode of the item, and Shopwell will score the product based on your age, gender, health goals, diet needs, and ingredient and nutrition preferences. Scores range from 00 to 100; the higher numbers indicating healthier goals are met. The app is free and available for both iOS and Android.
- **Sleep Cycle** – This bio alarm clock analyzes your sleep patterns and wakes you when you're in the lightest sleep phase. This allows you to start the day feeling relaxed and refreshed. Sleep Cycle also allows you to keep track of everyday factors that might be affecting your sleep patterns. The app is \$0.99 and available for iOS.
- **Strava Cycling** – Take your exercise and turn it into a game with this app as you challenge other cyclists to rides that will push both of you further. Each time you set a new personal record, you get 'King or Queen of the Mountain' accolades. You can also check in on friends and send them support while they're out chasing their own goals. It's free and available for both Android and iOS.

### SLEEP SMARTER:

Why fix fatigue? Fatigue - that feeling of weariness, tiredness, or lack of energy. Causes include lack of sleep, depression, shift work, sleep apnea, insomnia, and more. If you are constantly pushing through fatigue, you could be reducing your ability to:

- Concentrate
- Handle complex tasks
- Think logically and critically
- Communicate clearly and accurately
- Remember and recall
- Assimilate and analyze new information
- Make good decisions
- Perform and execute tasks that require motor function

#### Resources:

- Time for a Bedroom Makeover?- <http://bettersleep.org/better-sleep/the-ideal-bedroom/>
- Mattress Education- <http://bettersleep.org/mattress-education/mattress-types/>
- Secrets to Stealing Extra Sleep- <http://bettersleep.org/better-sleep/top-15-better-sleep-tips/>
- Live the Dream of Better Sleep- <http://bettersleep.org/better-sleep/how-to-sleep-better/>
- The Better Sleep Guide- <http://bettersleep.org/better-sleep/better-sleep-guide/>
- Sleep Myths- <http://bettersleep.org/better-sleep/sleep-myths/>
- Consequences of Poor Sleep- <http://bettersleep.org/sleep-extras/consequences-of-poor-sleep/>
- How Much Sleep Do We Really Need?- <https://sleepfoundation.org/how-sleep-works/how-much-sleep-do-we-really-need>
- Heart Health and Sleep- <https://www.healthypeople.gov/2020/topics-objectives/topic/sleep-health>
- Sleep & Heart Disease- <https://www.goredforwomen.org/live-healthy/first-steps-to-prevent-heart-disease-and-be-heart-healthy/sleep-heart-disease/>
- How Sleep Deprivation Affects Your Heart- <https://sleepfoundation.org/sleep-news/how-sleep-deprivation-affects-your-heart>

## Common Reactions to Critical Incidents

The lists below reflect common reactions to an abnormal situation that may occur following a critical incident. These reactions may also be caused by cumulative effects of critical events over time.

### PHYSICAL EFFECTS

- Fatigue/exhaustion
- Increased physical pain
- Sleep disturbances
- Reduced immune response
- Decreased appetite
- Decreased libido
- Hyper-arousal
- Nausea
- Dizziness
- Headache
- Gastrointestinal problems
- Increased startle response
- Muscle tremors
- Profuse sweating
- Digestive problems
- Accident prone
- Ritualistic behavior

### EMOTIONAL EFFECTS

- Shock
- Fear/terror
- Irritability
- Anger
- Grief or sadness
- Depression with Post Traumatic Stress Disorder (PTSD)
- Despair
- Loss of pleasure from familiar activities
- Nervousness
- Blame
- Guilt
- Emotional numbing
- Helplessness
- Hopelessness
- Declined empathy and/or compassion
- Difficulty feeling happy

### INTERPERSONAL EFFECTS

- "Us against Them" mentality
- Reduced relational intimacy
- Impaired work performance
- Impaired school performance
- Compartmentalize to survive
- Social withdrawal
- Work place alienation
- Decreased satisfaction
- Distrust
- Cynicism
- Externalization of blame
- Externalization of vulnerability
- Over protectiveness

### COGNITIVE EFFECTS

- Impaired concentration
- Impaired decision-making ability
- Memory impairment
- PTSD
- Disbelief
- Confusion
- Distortion
- Increased risk of suicide
- Self-blame
- Decreased self-esteem
- Decreased self-efficacy
- Worry
- Dissociation (i.e. tunnel vision, dreamlike or "spacey" feeling)

### SPIRITUAL EFFECTS

- Spiritual disconnection with faith
- Anger at a greater power or spiritual leader
- Spiritual emptiness
- Withdrawal from the faith community
- Increased awareness of morality
- Guilt for feelings (i.e. anger, desire for vengeance)





## ***Stress Management Tips Following a Critical Incident***

Within the first 24-48 Hour period:

### **Take Care of Yourself:**

- Get enough sleep. At least 7 to 8 hours.
- Exercise, alternate with relaxation to alleviate some of the physical reactions.
- Some alone time is ok but do not isolate yourself
- Eat healthy. Eating a regular, well-balanced diet will help you feel better in general.
- Avoid alcohol as a means of coping, Don't drink more than two alcohol drinks/day for men and one/day for women.
- Practice deep breathing. Stopping and taking a few deep breaths can reduce immediate symptoms.
- Slow down. Take a break. Create peaceful times in your day.
- Go easy on yourself. You are normal and having normal reactions.
- Identify and eliminate the triggers that cause you stress.
- Structure your time. Plan your time out and keep a calendar.
- Talk about your feelings with family or friends; someone you trust.
- Avoid over-using stimulants like caffeine, sugar, or nicotine.
- Spend time with others. Reach out, people do care. Avoid isolating yourself.
- Maintain a normal schedule as much as possible.
- Help your co-workers as much as possible by sharing feelings and checking out how they are doing.
- Give yourself permission to feel and share your feelings with family, friends, or someone you trust.
- Keep a journal. Write about your experience in detail; just for yourself or to share with others.
- Make time for your hobbies or find a hobby to help relieve stress.
- Don't make any big life changes / decisions.
- Avoid risky behavior (i.e. sky diving, bungee jumping etc.).
- Make daily decisions that will give you a feeling of control over your life.
- Don't try to control what you have no control over.
- Keep your sense of humor.
- Reoccurring thoughts, dreams, or flashbacks can be normal after a traumatic event.

## ***For Family Members & Friends***

- Be available to talk when they are ready.
- Spend time together.
- Prepare meals and eat them as a family.
- Offer practical support to help them get on back into a normal routine. Help them with everyday tasks.
- Be patient and understanding. Healing from a trauma takes time.
- Help them to socialize and relax.
- Encourage participation in physical exercise, seek out friends, and pursue hobbies and other activities that bring pleasure.
- Take a fitness class together or set a regular lunch date.
- They may feel angry, irritable, withdrawn, or emotionally distant; remember that this is a result of a critical incident and my not have anything to do with you or your relationship.



SELF-CARE

## HEALTHY TRIAD







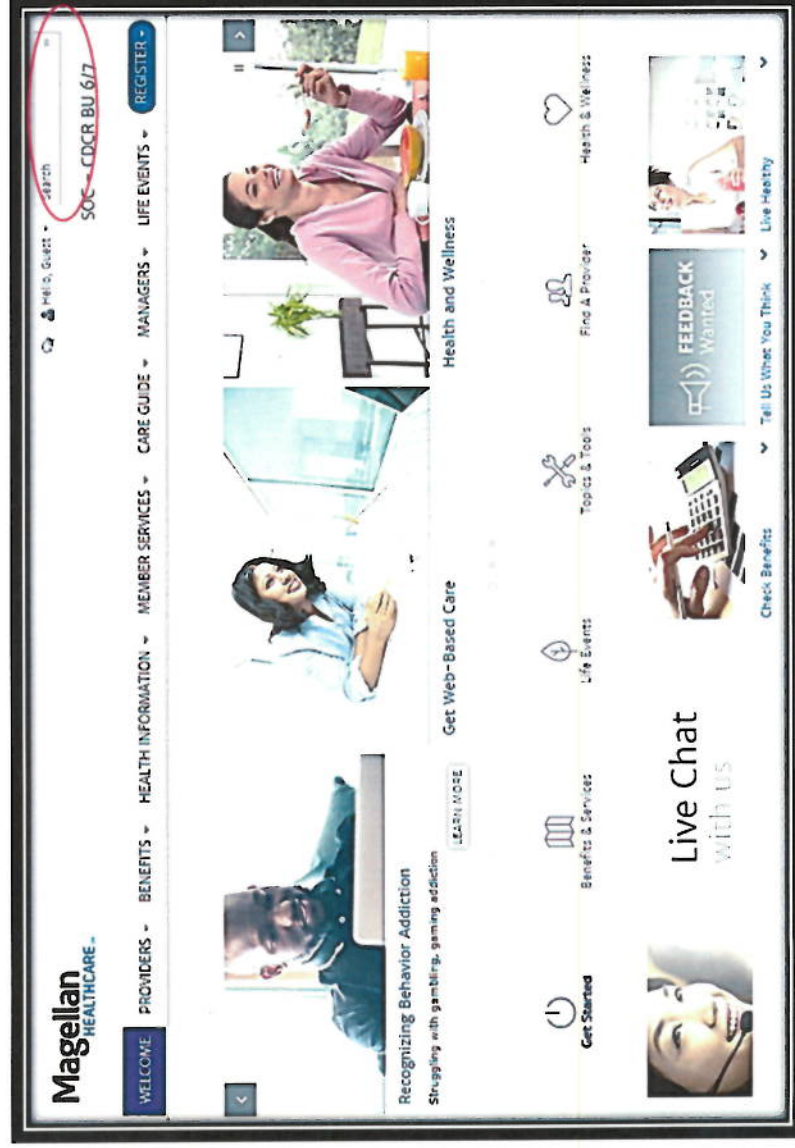
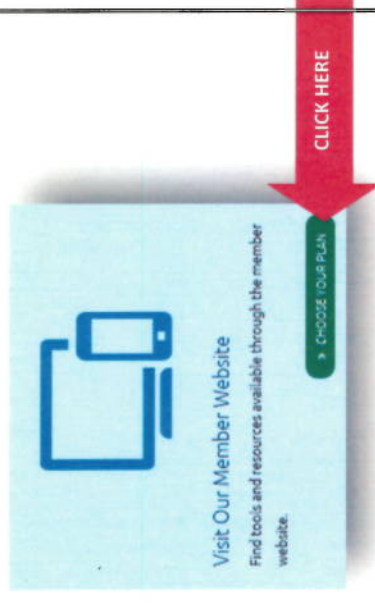
## Accessing the Employee Assistance Program Online

Call Toll Free:

**Accessing the EAP Member Website is easy and only takes a few steps:** 1 (866) EAP-4SOC / 1 (866) 327-4762

TTY 800-424-6117\*

- 1) Go to <http://www.eap.calhr.ca.gov/>.
- 2) At the main page, scroll down to "Visit Our Member Website" and click on "CHOOSE YOUR PLAN":
- 3) This opens the "VISIT OUR MEMBER WEBSITE" window which lists the plans. Click on "GO" for CDCR Bargaining Unit 6 to access the correct member site:
- 4) The correct member site (**SOC – CDCR BU 6/7**) will be displayed:



### VISIT OUR MEMBER WEBSITE

Please choose your plan:

State of California - Level 1

CHP – Bargaining Unit 5 employees and all exempt, managerial, supervisory, and confidential employees.

GO

CDCR – Bargaining Unit 6 employees (R06), managers (MD6), supervisors (S06), and confidential employees (C06).

GO

CLICK HERE



Employee Assistance Program

**Magellan**  
HEALTHCARE